

CITY OF BURBANK

TECHNICAL SUPPORT ANALYST I

DEFINITION

Under supervision, provides routine and basic customer support by evaluating, solving, and/or routing problem calls related to information technology hardware, software, networking, and applications; and performs related work as required.

ESSENTIAL FUNCTIONS

Provides routine technical and basic end user technical support to all City personnel; receives, logs, evaluates, and routes user calls to the support center for assistance and repair; assists in diagnosing and resolving problem calls with the aid of help desk tools, remote control tools, and manuals; monitors problem calls and resolutions; follows-up and reports calls to ensure a timely response and resolution; coaches departmental users in how to use standard desktop equipment/software; resets user passwords and adds, purges, and/or migrates users; prepares various reports; prepares basic instructions for customers on how to resolve common problems; installs, configures, and tests hardware and/or software; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of - desktop computers, hardware, and software with the ability to understand and interpret written technical material.
- Ability to - operate standard computers and peripheral equipment; use analytical skills to diagnose and troubleshoot components such as hardware, software, networking, and applications; perform assigned tasks quickly and accurately; follow oral and written directions; use telephone; write or use a keyboard to communicate through written means; establish and maintain effective working relationships with supervisors, fellow employees, and the public.

Education/Training: Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to graduation from high school or equivalent and one year of responsible experience using a desktop computer in a business or professional environment, including interfacing with customers and/or the public.

Special Conditions & Requirements: The physical ability to lift computer equipment up to 40 pounds; perform sedentary to medium work involving moving from one area to another; have sufficient hand/eye coordination to perform repetitive movements such as typing; have extensive exposure to video display terminals/computers; bend, kneel, squat, and twist to adjust equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; see and hear with a sufficient acuity to successfully perform all aspects of the job; differentiate various colors of wires and diagrams.

License & Certificates: A valid California Class "C" driver's license or equivalent at time of appointment.

SUPPLEMENTAL INFORMATION

None.